



## **CUSTOMER RESPONSE MANAGER**

**APPLICATION DEADLINE IS FRIDAY, MARCH 9, 2018 AT 11:59PM**

**Division:** Communications

**Reports to:** Director of Communications

**Location:** Nashville, TN

**Full-time/Part-time:** Full-time

**Salary Grade:** 34

**Monthly Salary Range Minimum:** \$3,896

**FLSA Classification:** Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Oversees the Customer Response Center and the THDA Receptionist, coordinating cross-training among program-focused operators, assessing program knowledge, keeping scripts accurate, and guiding operators on efficient call handling; collects and analyzes statistical information related to call center and receptionist activities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, makes hiring recommendations, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Learns and keeps current on THDA program eligibility requirements, Federal Department of Housing and Urban Development (HUD) Project Based Contract Administration (PBCA) housing programs & guidelines, and other State and Federal requirements related to THDA programs and services; researches community resources; shares this information with Customer Response Center Team and Receptionist.
- Manages for excellent customer service by the Customer Response Center team and the THDA Receptionist, to include training and assessment of staff members' program knowledge related to THDA programs and services.
- Identifies job responsibilities, production levels and characteristics of exceptional performance to establish job performance metrics.
- Monitors and reports on Customer Response Center results as required for THDA programs.
- Prepares, analyzes, and interprets THDA metrics related to applicable programs.
- Serves as the main contact between Director of Communications and Customer Response team and Receptionist.
- Prepares and reviews scripts for efficient transfer of information between customer and operator.
- Handles calls as needed.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

- High school diploma or equivalent GED; associate degree or higher preferred.
- Bachelor's degree from an accredited college or university preferred.
- Six months of call center management experience.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Ability to effectively manage staff.
- Ability to create and sustain strong rapport with external constituents, and internal customers while driving desired levels of performance.
- Ability to use industry standard call center equipment and computerized call management.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Maintains credibility through sincerity, honesty, and discretion.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains high level of confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Excellent telephone etiquette.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Ability to hear and speak on a telephone.
- Ability to use a telephone headset for extended periods of time.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**  
**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**  
**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE**  
**APPLICATION INSTRUCTIONS**